



# 2014 Annual Report

St. Cloud VA Health Care System



U.S. Veterans Hospital, Saint Cloud, Minnesota, 1924

*1924—2014*  
*90 Years of Service to Veterans*

# Senior Leaders



**Barry I. Bahl**  
**Director**



**Susan Markstrom, M.D.**  
**Chief of Staff**



**Cheryl Thieschafer**  
**Associate Director**



**Meri Hauge, MS, RN, NEA-BC**  
**Associate Director of Patient Care**  
**Services/Nurse Executive**

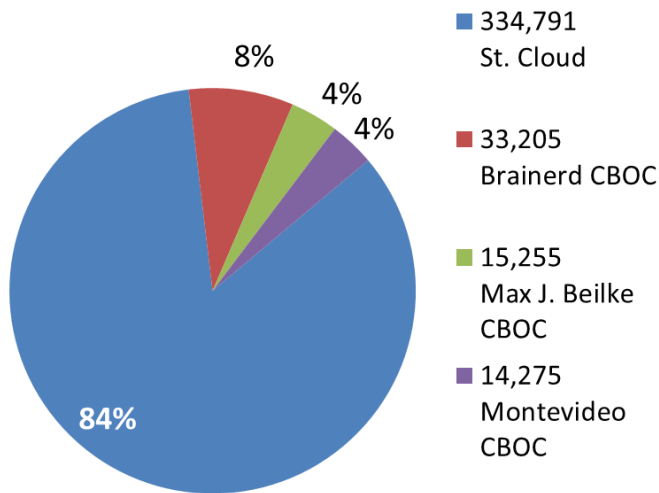
## **Director's Message**

2014 was a challenging year for Veterans and those who care for them. While we take great pride in knowing that Central Minnesota Veterans continue to place their trust in us, we remain humbled by that privilege and responsibility. We are not perfect, but the St. Cloud VA HCS team—comprised of Veterans, Veteran Service Organizations, volunteers, community organizations, and employees—is united by the desire to provide great health care to Veterans in a timely manner and to deliver it with a positive experience. This formula works—in 2014, the number of patients we served grew by over 2%! To all of our Veterans we say thank you for your service, and for allowing us to serve you.

Sincerely,



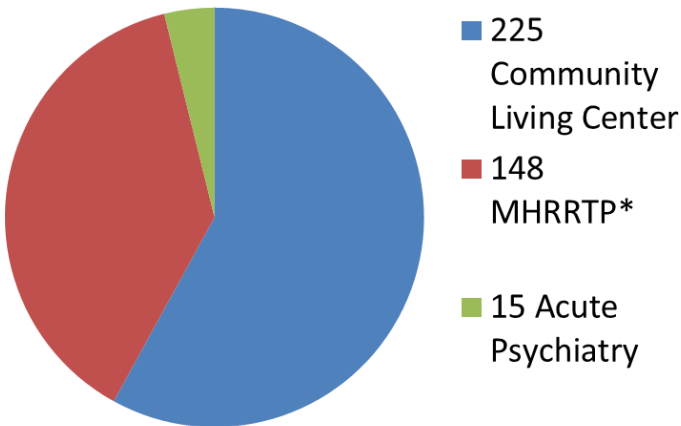
## FY 2014 Outpatient Visits



**37,737 Unique  
Veterans  
Treated**

**397,526  
Outpatient  
Visits**

## Total Operating Beds - 388



**28 Veteran  
Service  
Organizations**

**654 Volunteers**

*\*Mental Health Residential Rehabilitation and Treatment Program*

**Average Daily  
Census = 355**

**127,059 Bed  
Days of Care**

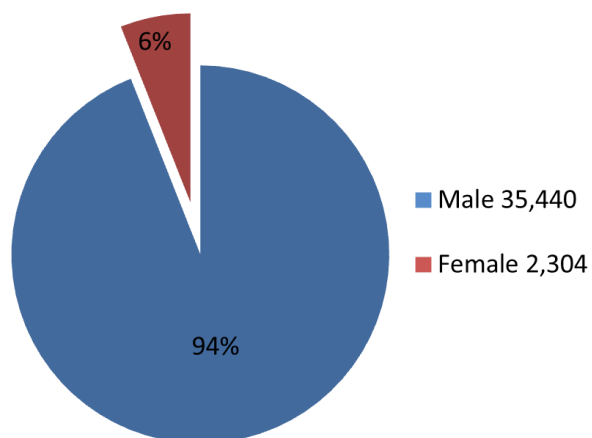
**1,677  
Employees\***

*\* Comprised of 1,447 full-time, 225 part-time, and 5 intermittent employees*

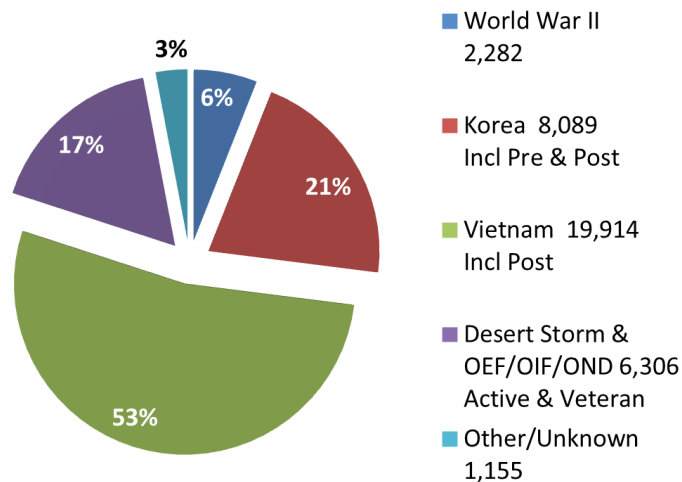
# Who We Serve



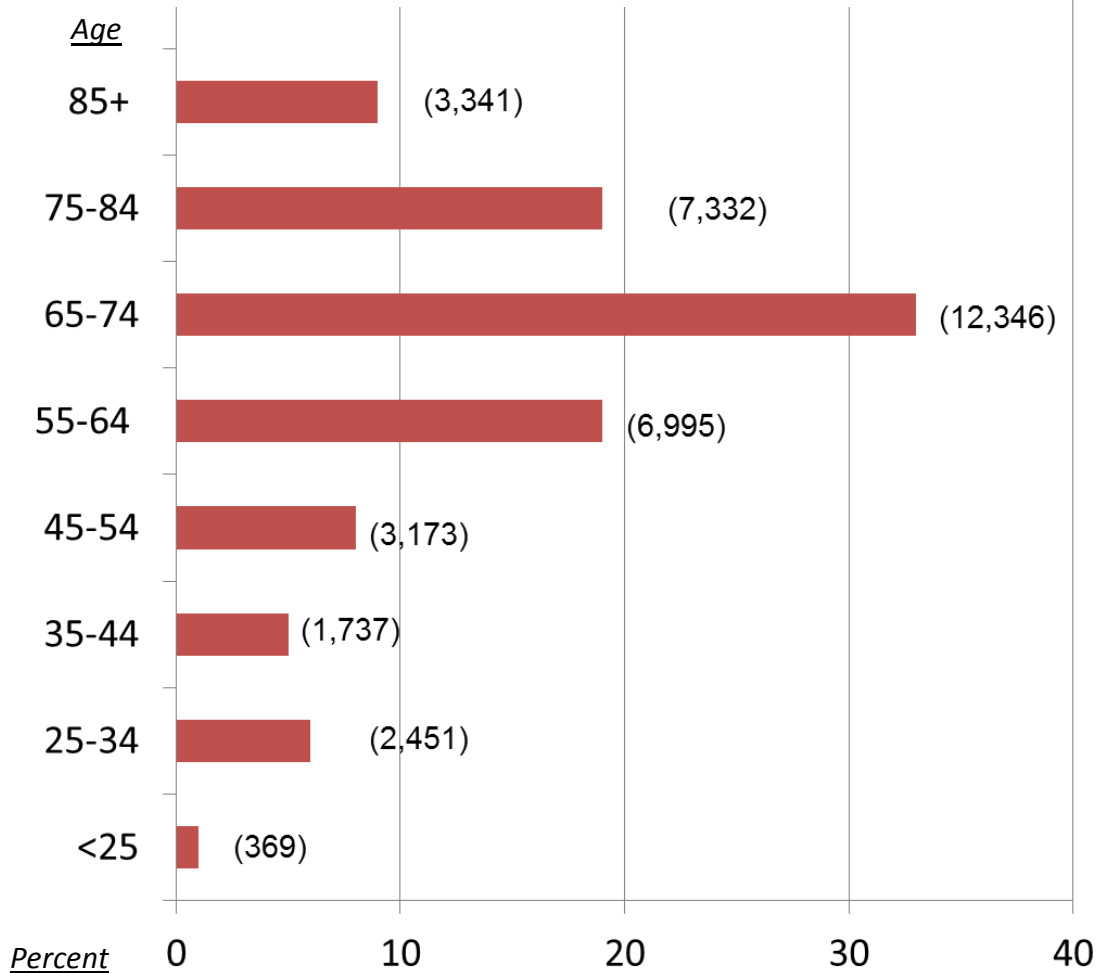
## Unique Veterans by Gender



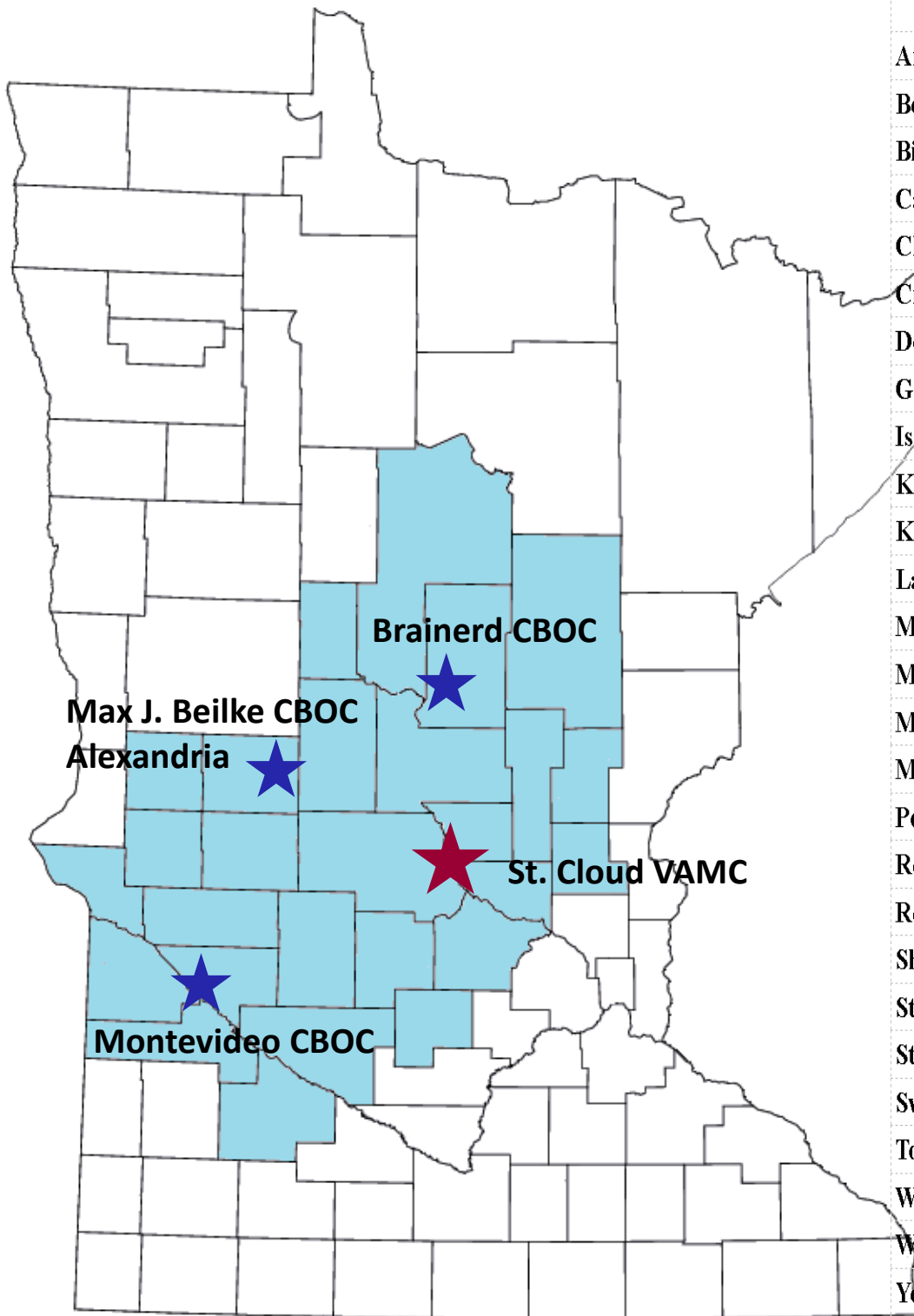
## Unique Veterans by Service Era



## Unique Veterans by Age



# Operating Locations



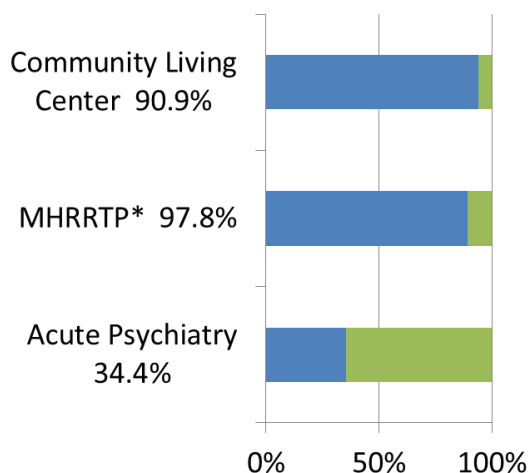
<u>Counties</u>	<u>Number Of Veterans</u>
Aitkin	762
Benton	1150
Big Stone	176
Cass	1048
Chippewa	462
Crow Wing	2993
Douglas	1474
Grant	99
Isanti	774
Kanabec	485
Kandiyohi	1291
Lac Qui Parle	289
McLeod	928
Meeker	763
Mille Lacs	1322
Morrison	1705
Pope	393
Redwood	223
Renville	418
Sherburne	2380
Stearns	5695
Stevens	195
Swift	355
Todd	700
Wadena	644
Wright	2081
Yellow Medicine	336

The St. Cloud VAHCS is assigned a primary service area of 27 Central Minnesota counties. In 2014, over 29,000 Veterans from these counties received care through the St. Cloud VA Health Care System. Over 8,000 Veterans from across the rest of Minnesota and the Upper Midwest traveled to us to receive specialized care and services.

# Operating Statistics, FY 2014

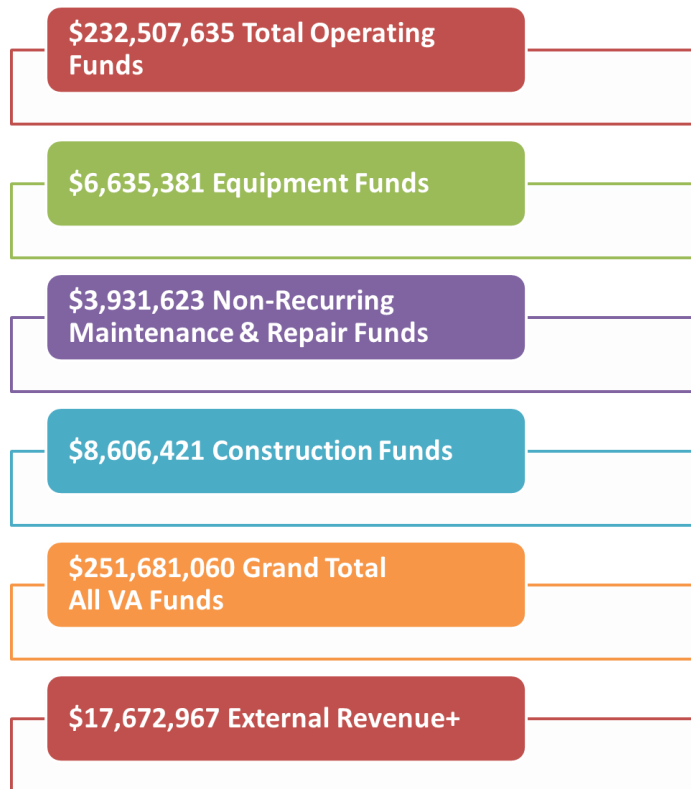


## Bed Occupancy Rates



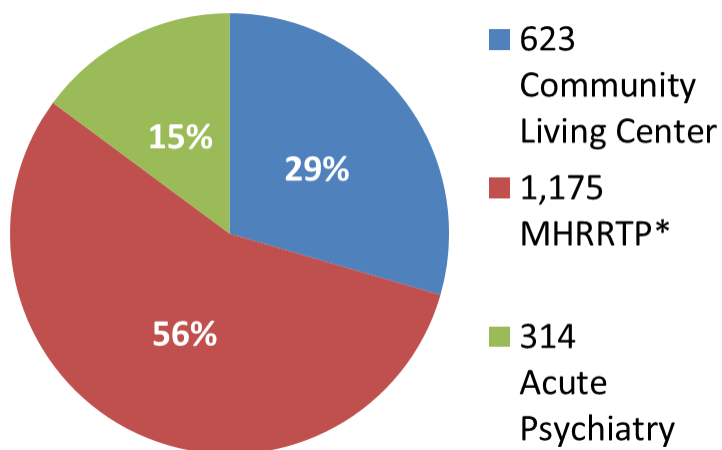
**Overall Bed Occupancy Rate: 91.4%**

## Budget Totals



*+Funds collected from other health insurance, also included in Total Operating Funds*

## 2,112 Inpatient & Resident Unique Patients



*\*Mental Health Residential Rehabilitation and Treatment Program*

## Total Value of Volunteer Resources = \$2,336,336\*\*



*\*\*Includes value of cash, material donations, and dollar value of payroll equivalent provided by volunteers.*

# Our Greatest Strength



## *Physicians Award for Clinical Excellence*

**Roger Frerichs**

Surgeon  
Surgical & Specialty Care



**Lorraine Birskevich**

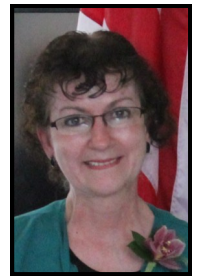
Medical Director  
Extended Care & Rehabilitation



## *Employee of the Year*

**Leah Diederich**

Licensed Practical Nurse  
Mental Health



## *Hearts & Hands Award*

**Wanda Wirth**

Registered Nurse  
Primary & Specialty Medicine



## *Outstanding Registered Nurse*

**Amy Hopkins**

Registered Nurse  
Primary & Specialty Medicine



## *Outstanding Registered Nurse in an Expanded Role*

**Sandy Ruprecht**

Registered Nurse  
Mental Health



## *Outstanding Nursing Assistant*

**Bridget Strom**

Nursing Assistant  
Extended Care & Rehabilitation



## *Outstanding Licensed Practical Nurse*

**Tammy Porwoll**

Licensed Practical Nurse  
Primary & Specialty Medicine

# Clinical Organization



## Primary & Specialty Medicine



**Byron Busch, M.D.**  
Director

- Preventative Health & Chronic Disease Management
- Telephone Care
- Clinical Pharmacy
- Rheumatology Clinic
- Cardiology
- Shared Medical Appointments
- Neurology
- Telehealth
- Women's Health Services
- Urgent Care
- Hematology/Oncology Clinic
- Pulmonology
- Compensation & Pension Exams
- Environmental Exams
- Nephrology

## Surgical & Specialty Care



**Jay Collins, M.D.**  
Director

- Outpatient Surgery
- Optometry
- Podiatry
- Dental
- Neurology
- Oral Surgery
- GI/Endoscopy
- Orthopedics
- Audiology
- Urology
- Ophthalmology
- Otolaryngology
- General Surgery
- Wound Care Management

## Mental Health



**Sherrie Herendeen, M.D.**  
Director

- Substance Use Treatment
- Vocational Rehabilitation
- Psychological Testing and Assessment
- Mental Health Intensive Case Management
- Acute Psychiatric Inpatient Treatment
- Post Traumatic Stress Disorder Track
- Residential Rehabilitation and Treatment Program
- Outpatient Mental Health Treatment
- Homeless Veterans Program
- Suicide Awareness Program

## Extended Care & Rehabilitation



**Lorraine Birskeovich, M.D.**  
Medical Director



**Mark Aberle, CNP**  
Administrative  
Director

- Home Care Telehealth
- Dementia Care
- Hospice Care
- Nursing Home Care
- Respite Care
- Pastoral Care/Counseling
- Rehabilitation Therapies
- Home Improvement Structural Alteration
- Secondary Traumatic Brain Injury (TBI) Evaluations
- Caregiver Support Program
- Adult Day Health Care
- Home Based Primary Care
- Gero-Psychiatry
- Ventilator Dependent Care
- Prosthetics Services
- Fitness and Wellness

# Primary & Specialty Medicine



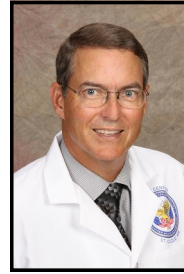
**Byron Busch**  
Medical Director



**George Adam**  
Physician



**Eberechi Anozie**  
Physician



**Robert Bacon**  
Physician



**Amina Bilal**  
Physician



**Don Blowers**  
Physician



**Matthew Caffrey**  
Physician



**Jeanine Czech**  
Physician



**Corinne Davis**  
Physician



**Crispin Domingo**  
Physician



**Orleen Hoffman**  
Physician



**Stacy Holberg**  
Physician



**Keith Krueger**  
Physician



**Julia Jacobson**  
Physician



**Basil Leblanc**  
Physician



**Richard Linares**  
Physician



**Perry Malcolm**  
Physician



**Charles Maron**  
Physician



**Lucinda Marty**  
Physician

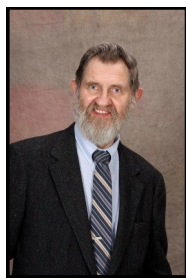


**Brandon Mattison**  
Physician

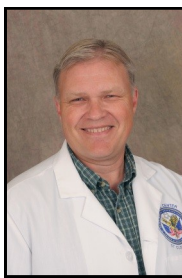
# Primary & Specialty Medicine



**Barbara Olson**  
Physician



**Nicholas Reuter**  
Physician



**Daniel Sather**  
Physician



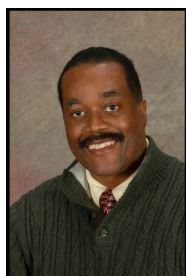
**Jeffrey Skogen**  
Physician



**Anita Smith**  
Physician



**Jackson Thatcher**  
Physician



**Roderick Thompson**  
Physician



**Joyce Warkentien**  
Physician



**Timothy Yeh**  
Physician



**Shannon Borer**  
Physician Assistant



**Mark Buhr**  
Physician Assistant



**Cheryl Larson**  
Physician Assistant



**Mary Kay Whorton**  
Physician Assistant



**Amy Buffington**  
Nurse Practitioner



**Angie Faundeen**  
Nurse Practitioner



**Annette Gregoire**  
Nurse Practitioner



**Michael Jesch**  
Nurse Practitioner



**Penny Leen**  
Nurse Practitioner



**Ellen Manthe**  
Nurse Practitioner



**Mickie Pittman-Leyendecker**  
Womens Health  
Nurse Practitioner



**Christine Rohlfs**  
Nurse Practitioner



## Max J. Beilke Community Based Outpatient Clinic—Alexandria



**Andrea Boe**  
Physician



**Mary Leone-Flynn**  
Physician



**Richard Sudmeier**  
Physician

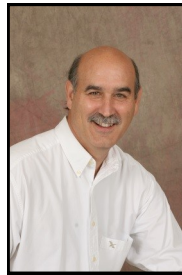
## Brainerd Community Based Outpatient Clinic



**Rodney Hayes**  
Physician



**Manuel Plaza**  
Physician



**Thomas Polovitz**  
Physician



**Susan Skarp**  
Physician



**Erik Vilen**  
Physician



**Kristin Jackson**  
Podiatrist



**Jean Pleded**  
Nurse Practitioner



**Susan Mathison-Young**  
Nurse Practitioner

## Montevideo Community Based Outpatient Clinic



**Richard Vandenberg**  
Physician



**John Kass**  
Physician Assistant



**Penny Worsech**  
Nurse Practitioner

# Surgical & Specialty Care



**Jay Collins**  
Medical Director



**Carly Busch**  
Audiologist



**Sara Christensen**  
Audiologist



**Sara Doelger**  
Audiologist



**Ryan Euer**  
Audiologist



**Julie Fander**  
Audiologist



**Karen Nick**  
Audiologist



**Rita Knapp**  
Audiologist



**Megan Lappin**  
Audiologist



**Nick Martino**  
Audiologist



**Carrie Morris**  
Audiologist



**Alan Sias**  
Audiologist



**Jeff Uhl**  
Chief, Dental



**Sallie Bellicot**  
Dentist



**Allison Levans**  
Dentist



**Cynthia Moran**  
Dentist



**Michael Majchrowicz**  
Dentist



**Janet Zingale**  
Dentist



**Michael Zingale**  
Dentist



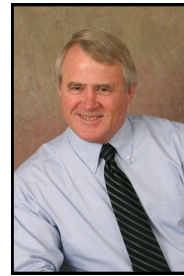
**Stacy Hinkemeyer-Colatrella**  
Optometrist



**Polly Jaskowski**  
Optometrist



**Troy Loomis**  
Optometrist



**Carl Moon**  
Optometrist



**Amber Scharnweber**  
Optometrist

# Surgical & Specialty Care



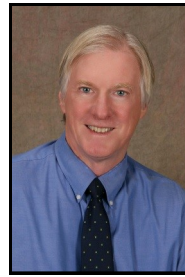
**Kenneth Anderson**  
Oral Surgeon



**Brian Greteman**  
Podiatrist



**William Hesidence**  
Podiatrist



**James Mann**  
Podiatrist



**David Schleichert**  
Podiatrist



**Joel Syvrud**  
Podiatrist



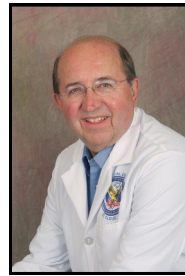
**Angela Peng**  
Otolaryngologist



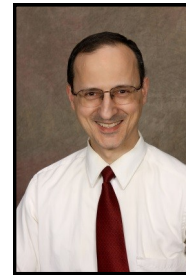
**Michael Dorle**  
Surgeon



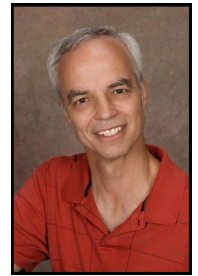
**Mark Engelskjerd**  
Surgeon



**Roger Frerichs**  
Surgeon



**Manual Moran**  
Surgeon



**Patrick Oakes**  
Surgeon



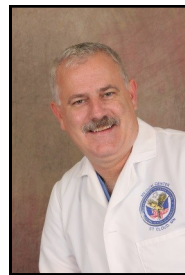
**Harry Robinson**  
Surgeon



**Julie Samson**  
Surgeon



**Alan Tims**  
Surgeon



**Terrence Duffy**  
Urologist



**Gregory Parries**  
Urologist



**Kristin McNutt**  
Physician Assistant



**Mark Rudel**  
Physician  
Assistant



**Jude Mueller**  
Certified  
Registered Nurse  
Anesthetist



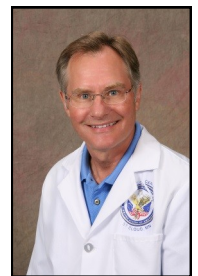
**Carrie Peterson**  
Certified  
Registered Nurse  
Anesthetist



**Betsy Ellingson**  
Certified  
Registered Nurse  
Anesthetist



**Bill Goodmanson**  
Certified  
Registered Nurse  
Anesthetist



**Robert Hilsen**  
Certified  
Registered Nurse  
Anesthetist

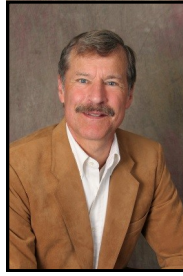
# Mental Health



**Sherrie Herendeen**  
Medical Director



**Keith Brown**  
Psychiatrist



**Kurt Fox**  
Psychiatrist



**Kenneth Kemp**  
Psychiatrist



**Witold Krasniewski**  
Psychiatrist



**Shashi Prakash**  
Psychiatrist



**Jaya Varma**  
Psychiatrist



**LuAnn Ackerson**  
Clinical Nurse  
Specialist



**Robin Johnson**  
Clinical Nurse  
Specialist



**Elizabeth Kosiba**  
Clinical Nurse  
Specialist



**Susan Sawyer-Demaris**  
Clinical Nurse  
Specialist



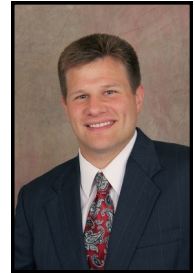
**Beverly Soukup**  
Clinical Nurse  
Specialist



**Renotta Stainbrook**  
Clinical Nurse  
Specialist



**Hellen Boit**  
Nurse Practitioner



**Jason Pierskalla**  
Nurse Practitioner



**Steve Stasiewicz**  
Nurse Practitioner



**Brian Unglaub**  
Nurse Practitioner

# Extended Care & Rehabilitation



**Lorraine Birkovich**  
Medical Director



**Mark Aberle**  
Administrative  
Director



**Christopher Churchill**  
Physician



**Carol Showalter**  
Physician



**Kathy Beuning**  
Nurse Practitioner



**Kay Iken**  
Nurse Practitioner



**Angie Moscho**  
Nurse Practitioner



**Charlene Lafrenz**  
Nurse Practitioner

## Imaging



**Christine Miller**  
Radiologist

Not pictured in this edition:

### Surgical & Specialty Care

Scott Andrews, Anesthesiologist

John Solan, Audiologist

John Conti, Dentist

Bradley Anderson, Ophthalmologist

David McIntosh, Optometrist

### Mental Health

Barbara Booth, Clinical Nurse Practitioner

Vicky LaPlant, Psychiatric Nurse Practitioner

### Imaging

Jennifer Spanbauer, Radiologist

# Special Programs for Veterans



## Caregiver Support Program

**Jess Behrends** located in Bldg. 48 Room 230

Phone: (320) 252-1670 ext. 7283

**Janet Casey** located in Bldg. 29 Room 209B

Phone: (320) 252-1670 ext. 7236

## Suicide Prevention Program

**Mary Jo Pine**

Located in Bldg. 28 Room 39

Phone: (320) 252-1670 ext. 6719



## Spinal Cord Injury (SCI) Program

**Heidi Ampe**

Located in Bldg. 51 Room 23

Phone: (320) 252-1670 ext. 7835

## Military Sexual Trauma Program

**Joy Finkelson**

Located in Bldg. 28 Room 7

Phone: (320) 252-1670 ext. 6398



## Women Veterans Program

**Julie Roman Vera**

Located in Bldg. 48 Room 219

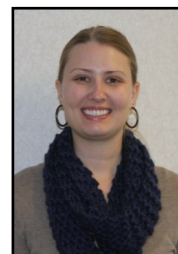
Phone: (320) 252-1670 ext. 6655

## Former Prisoners Of War Program

**Kari Freeman**

Located in Bldg. 29 Room 254

Phone: (320) 255-6379



## Operation Iraqi Freedom, Operation Enduring Freedom & Operation New Dawn Program

**Mike Mynczywor**

Located in Bldg. 111 check in at reception desk

Phone: (320) 255-6453



## Audiology Clinic Expands

The expanded Audiology Clinic meets a critical need for Central Minnesota Veterans. Hearing loss and ringing in the ears (tinnitus) are the two highest claimed conditions for service connected disability; consequently, audiology services are in high demand by Veterans. The new clinic features six audiology booths, twice the number previously available. The double-walled booths and state-of-the-art audiology equipment allows audiologists to perform complete hearing evaluations, hearing aid fittings, and other hearing related examinations.

## New Kitchen Under Construction

The new kitchen is a significant addition to the St. Cloud VA Medical Center and will enhance the care and living environment for residential Veterans. The new building will provide a larger dining room and larger food preparation areas, in a location closer to the residential Veterans it serves. Following construction of the kitchen, a planned follow-on project will remodel the current kitchen space into an additional Primary Care Clinic in the central core of the campus.



## 90th Anniversary Celebration

In 1922, the support of the citizens of St. Cloud, teamed with the fundraising efforts of the St. Cloud Commercial Club (forerunner of the Chamber of Commerce), provided the U.S. Veterans Bureau with the deeds to 310 acres of farmland along the Sauk River. A few months later, on September 17, 1924, the St. Cloud Veterans Hospital was dedicated. Cutting the anniversary cake with Barry Bahl are special guests Jan Benson, retired VA Nurse and long-time volunteer, and Teresa Bohnen, President of the St. Cloud Area Chamber of Commerce.

# 2014 Highlights



## Dental Clinic Expansion



The expanded Dental Clinic provides more of the physical space and dental chairs necessary to care for more Veterans. The new clinic features seven new dental chairs, bringing our total number of dental chairs to 18. The expansion effort also added a new oral surgery room, a private operatory space for special needs Veterans, a dental office, and a new reception/waiting area. The ribbon cutting crew included some special guests, including Associate Director Cheryl Thieschafer, VISN 23 Director Jan Murphy, Nurse Executive Meri Hauge, U.S. Sixth District Congresswoman Michele Bachmann, U.S. Senator Amy Klobuchar, Dental Chief Dr. Jeff Uhl, Director Barry Bahl, and Chief of Staff Dr. Susan Markstrom.



## Pharmacy Expansion

The newly expanded Pharmacy provides more space to inventory, safely store, prepare and package prescription medications for Veterans. This project added 2,000 square feet and renovated approximately 5,500 square feet of existing space in Building 5. The result is a reconfigured Pharmacy with increased workspace, security, and access points that will improve efficiencies to better serve our growing Veteran population

and meet demand for increased IV service and other capabilities. The ribbon-cutting included an opportunity for Pharmacy volunteers and staff members to participate.



## Challenges

## Initiatives

### Space

- Many buildings require significant renovation or replacement.
- Clinic spaces not originally designed for current care delivery models.
- New construction is required for new services.

### Growth & Access to Care

- Patient load has quadrupled over the previous decade.
- Changing patient demographics require changes in services provided.
- Need to improve access to rural, homeless, women and other special Veteran populations.

### Managing Non-VA Care Costs

- Unprecedented Non-VA care cost increases correlate to overall growth and lack of access to inpatient and specialty care services.

- ✓ Renovate & Expand Pharmacy
- ✓ Renovate & Expand Audiology Clinic
- ✓ Renovate & Expand Dental Clinic
- Renovate Community Living Center (CLC)
- Construct Psychiatry Unit
- Construct Rehabilitation Center
- Plan CLC Cottages
- Construct a new Kitchen
- ◇ Renovate & Expand RRTP Buildings
- ◇ Plan Adult Day Health Care Building
- ◇ Expand & Renovate Primary Care spaces

- ✓ Implement Patient Aligned Care Teams
- ◇ Develop Cardiology Center
- ◇ Expand Hematology/Oncology program
- ◇ Expand TBI treatment programs
- ◇ Expand Homeless program
- ◇ Expand Psycho-Social Rehabilitation & Recovery Center
- ◇ Expand Surgical & Specialty programs

- Research & monitor demand for acute inpatient services and additional specialty care services

**Legend:**  
 ✓ Completed.  
 • Underway.  
 ◇ In planning.

**As we look to the future, the focus of our planning is adapting and enlarging our 90-year-old infrastructure while modernizing and expanding the health care services needed by today's Veterans. While there are many changes ahead of us, our pledge and our mission remain constant: *To honor America's Veterans by providing exceptional health care that improves their health and well-being.***



## **Thank You for Your Service, Now Let Us Serve You!**

All Veterans are encouraged to enroll in the VA health care system. If not currently enrolled, Veterans can complete the *Application for Health Care Benefits* (Form 1010EZ) online at:

<https://www.1010ez.med.va.gov>

Once the application is completed, you can submit the form online or you may print the form and mail it to us at:

**St. Cloud VA Health Care System  
Attn: Business Office - Eligibility BUS136A  
4801 Veterans Drive  
St. Cloud, MN 56303**

You can also hand-carry the form to the Eligibility Office, which is located on the ground floor of Building 1 (Main Entrance). For more information or to enroll via phone please call the Eligibility Office at (320) 255-6340.

### **St. Cloud VA Health Care System**

**4801 Veterans Drive  
St. Cloud, MN 56303**

**(320) 252-1670 | (800) 247-1739**

Visit our website at <http://www.stcloud.va.gov/>, and join us on  
Facebook at: <https://www.facebook.com/StCloudVAHCS>